

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Jane Smith PARKER  
Appl. No. : 10/735,099  
Filed : December 12, 2003  
For : WORKFORCE PLANNING SYSTEM INCORPORATING HISTORIC  
CALL-CENTER RELATED DATA

Group Art Unit : 2614  
Examiner : R.S. Al-Aubaidi  
Confirmation No. : 1596

**AMENDMENT UNDER 37 C.F.R. §1.111**

Commissioner for Patents  
U.S. Patent and Trademark Office  
Customer Service Window, Mail Stop Amendment  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

Sir :

This paper is in response to the outstanding Official Action dated October 16, 2008, setting a three month period for response until January 16, 2009. If any extension of time is necessary, this is an express request for any necessary extension of time and authorization to charge any required extension of time fee or any other fees that may be required to preserve the pendency of the present application to Deposit Account No. 19-0089.

Applicant respectfully requests reconsideration and withdrawal of the outstanding rejection in view of the herein-contained amendments and remarks.

**Amendments to the Claims** begin on page 2 of this response.

**Remarks/Arguments** begin on page 10 of this response.